

# FORUM GALA

## UX Designer | Product Designer

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## Work Experience

### UX Designer | Informative Technologies

Jan 2020 - Present

- Researching and prototyping a nutrition and fitness application for the Mecklenburg County Health Department

### Software Engineer | Persistent Systems

Jan 2017 - May 2018

- Worked with cross-functional teams to improve the UX of an online speaker bureau portal
- Developed web pages in close collaboration with the UX team

## Projects

### UX Designer | 411 Fit

Mar 2020 - Present

- Competitive analysis of similar applications in the app stores
- Designing user flows and the high-fidelity prototype of the entire application

### UX Researcher & UX Designer | Bank of America Lite

Oct 2019 - Nov 2019

- Worked with cross-functional teams to improve the UX of an online speaker bureau portal
- Developed web pages in close collaboration with the UX team

### UX Researcher & UI Designer | Trail Scouts

May 2019 - July 2019

- Analysing needs of amateur hikers using user interviews, user personas and card sorting
- Researching on a trail scout application and drone for recreational hikers
- Leading the cross-functional team for the mobile application design

### UX Researcher & UI Designer | UNCC Transient

Aug 2018 - Dec 2018

- Discovering people's pain of waiting at bus stops through semi-structured interviews
- Providing discovery deliverables using story maps and user personas
- Designing the dashboard interface prototype for UNC Charlotte bus systems

## Education

### M.S. - I.T. (Human Centered Design)

Aug 2018 - Dec 2019

University of North Carolina at Charlotte, NC

## Design

Affinity Mapping  
Brainstorming  
Interaction Design  
Physical Prototyping  
Prototyping  
Sketching User Personas  
Storyboarding  
Wireframing

## Research

Card Sorting  
Competitive Analysis  
Contextual Inquiry  
Guerrilla Testing  
Stakeholder Interviews  
Surveys  
Usability Tests  
User Flows  
Walkthroughs

## Tools

Adobe Illustrator  
Adobe XD  
Adobe Photoshop  
Axure  
Balsamiq  
Figma  
Invision  
Sketch

## Development

HTML5  
CSS  
JavaScript  
jQuery  
Bootstrap

## Certificates

Enterprise Design Thinking Practitioner  
IBM  
Apr 2020

Mobile User Experience (UX) Design  
Interaction Design Foundation  
Jan 2020

UI Design Patterns for Successful  
Software  
Interaction Design Foundation  
Sept 2019